**Wandering Willows Terms and Conditions**

Upon entry to Wandering Willows Kennels you will be asked to sign a boarding agreement form, on this is a declaration that you have fully understood and agreed to the terms and conditions.

**Vaccinations**

All pets boarding at Wandering Willows must have full and up to-date vaccination certification signed by a qualified veterinarian or they will be refused entry. This should be presented before they board with us.

All dogs staying must be inoculated against:

* Parvovirus, Hepatitis, Distemper (Canine 5 In 1)
* Leptospiosis
* Bordetella (Canine Cough).

This has to be administered at least 14 days prior to admission to the kennels and must cover the duration of their stay.

Dogs should also be wormed and treated for fleas prior to their stay with us. It is advisable that you check what your products protect against as some do not protect against ticks. The dogs are let into paddock area it is your responsibility to make sure they are fully protected against any parasite. Long term boarders must bring the relevant treatment with them.

**Costs**

Costs of the services will be stated on your boarding agreement form. This must be paid in full before your pet is removed from the premises. We retain the right not to release any pets until this is settled in full.
Kennel charges are per day and start from the first day of booking. If your pet is checked out before 10:30am on the day of departure there is no charge for that day. An appointment time for drop off and pick up should be discussed prior to their stay to ensure that the correct amount is charged. If you fail to pick up at the stated time, this may incur an additional charge.
To confirm your booking a 20% deposit of the total stay fee must be paid no later than two weeks prior to their stay. Failure to pay the deposit may result in their space being lost.
If you wish to cancel a booking this must be done two weeks prior to the stay or the deposit is non-refundable.

If your pet has to go under any veterinary treatment or need medical care costs this must be paid in full by the pet owner including any transportation costs incurred.

If accounts have not been made in full all necessary steps will be taken to recover the outstanding money. The customer will cover all costs associated with recovering the fees.

**Drop off and Collection Times**

The office open hours are Mon-Sat 7am-10:30am and 3pm – 5:30pm Sun 7am-12pm this is strictly by appointment only and may be refused entry if you do not have a booking.

 The office will be closed on public holidays; pets must be dropped off/picked up the day prior or post. You are required to pay for every day that they are in our care.

If you are unable to collect your pet you must notify us of the person whom will be picking them up with a proof of identity.

If pets are left for over seven days without any contact they will be classed as abandoned and removed to an official establishment at the owners cost.

**Food and Feeding Times**

Dogs are fed twice a day approximately at 8 am and 5 pm with Purina Tux Kibble biscuits, unless instructed otherwise.

If your pet is on a special diet or you prefer them to eat something different, please bring this along with you, with written instructions of quantity. You may wish to discuss portion size as exercise rate may differ and cause weight loss/gain during their stay.

**Pet Welfare and Pet Behaviour**

You must make us aware of any medical issues that may arise during their stay at the kennels. If your pet has severe medical issues that requires close monitoring you must make us aware before booking, to discuss the appropriacy of them boarding with us.

If your pet requires medications during their stay please bring this along with you, with clear written instructions.

If your pet becomes unwell during their stay veterinary advice will be sought this may be their usual vet or the closest vet available. We will require any vet cost incurred during their stay.

We must be made aware of any problem behaviours this is for the safety of all. If we consider your pet as dangerous or uncontrollable we may request yourselves or emergency contact to remove them from the premises. Unsuitable dogs may also be refused entry.

Any damage made as a failure to inform us of these behaviours will be payable by the owner.

**Grooming**

All dogs are given a complimentary dry shampoo upon exit. They may also receive a full shampoo if it is felt necessary to welfare, at staff discretion only. This is complimentary, it is important to notify us of any skin conditions or allergies.

**Bedding & Toys**

We encourage owners to bring their pets own bedding and toys, but items are left at the owners risk. Wandering Willows accepts no responsibility, financial or otherwise for damage to or loss of owner-provided collars, bedding, toys, etc.

 We can provide suitable bedding and toys if preferable.

**Photography and Video’s**

Photos of your pet will likely be taken during their stay and used on [www.wandering-willows.com](http://www.wandering-willows.com) and on social media to update owners on their pets stay and for promotional purposes, this is without payment or royalties. If you do not wish for their image to be used you must confirm on the boarding agreement form.

**Other**

* All dogs must be registered with a council within New Zealand
* In the event that we have to transport your pet off site you acknowledge and accept that there are risks associated with pets travelling in motor vehicles.
* We will never sell, lend, rent, disclose or release your personal information or any information relating to your communication with Fairfield to any third party.
* Wandering willows may update its Terms and Conditions where necessary.